
Section 1 - Institutional Management and Administrative Procedures

QLabel : Q1

Q3078476) In institutional management, decentralization refers to:

- A) Delegating authority to lower levels of management
 - B) Shifting all control to the government
 - C) Reducing the number of departments
 - D) Centralizing power with the principal
-

QLabel : Q2

Q3078477) Institutional Administration is the process of:

- A) Utilizing appropriate resources for development of Human qualities
 - B) Managing activities of educational institutions
 - C) Planning, organizing, directing and controlling human resources in educational setting
 - D) None of the above.
-

QLabel : Q3

Q3078478) All of the following are the objectives of institutional management EXCEPT one, which is that:

- A) Achievement of institutional objectives
 - B) Improvement in planning, organising and implementation of institutional programmes and activities
 - C) Enhancing productivity of industry
 - D) Enhance employees' job satisfaction
-

QLabel : Q4

Q3078479) The curriculum drift means:

- A) Identifying obsolete content
 - B) Identifying missing content in the curriculum
 - C) Identifying inappropriate content
 - D) All of these
-

QLabel : Q5

Q3078480) Resource mobilization in institutional planning involves:

- A) Cutting costs alone
 - B) Increasing tuition fees only
 - C) Efficient use and acquisition of financial, human, and physical resources
 - D) Hiring more staff without plans
-

QLabel : Q6

Q3078481) The following best describes the role of budget alignment in institutional planning:

- A) Ensuring funds are allocated based on past expenditures
 - B) Distributing equal funds to all departments
 - C) Minimizing spending in all areas
 - D) Aligning financial resources with strategic goals and objectives
-

QLabel : Q7

Q3078482) Institutional autonomy is important because it:

- A) Allows institutions to ignore regulations
 - B) Eliminates the need for planning
 - C) Enables flexible, innovative decision-making
 - D) Reduces the need for teachers
-

QLabel : Q8

Q3078483) Economic uncertainty, technological innovations, regulatory requirements, and new competitors are examples of what type of factors that affect institutional management?

- A) Internal factors
 - B) Intra-personal factors
 - C) External factors
 - D) Inter-personal factors
-

QLabel : Q9

Q3078484) In what order do managers typically perform the managerial functions?

- A) Organising, planning, controlling, leading
 - B) Organising, leading, planning, controlling
 - C) Planning, organising, controlling, leading
 - D) Planning, organising, leading, controlling
-

QLabel : Q10

Q3078485) What are the three interpersonal roles of managers?

- A) Spokesperson, leader, coordinator
 - B) Figurehead, leader, and liaison
 - C) Director, coordinator, disseminator
 - D) Communicator, organiser, spokesperson
-

QLabel : Q11

Q3078486) The following is the first essential step in institutional planning:

- A) Analysis
 - B) Implementation
 - C) Evaluation
 - D) Supervision
-

QLabel : Q12

Q3078487) All of the following are true about strategic planning in an institution Except:

- A) It is a top down approach of planning
 - B) Enhances an institution's capability to proactively anticipate change
 - C) It realizes more on identifying and resolving issues
 - D) Emphasizes on assessment of the environment inside and outside the institution
-

QLabel : Q13

Q3078488) Which of the following is the first step in the strategic planning process?

- A) Setting a budget
 - B) Implementing action plans
 - C) Defining the vision and mission
 - D) Evaluating results
-

QLabel : Q14

Q3078489) The major value creating skills, capabilities and resources that determine an institution's competitive weapons are:

- A) Strengths
 - B) Opportunities
 - C) Core competencies
 - D) Strategies
-

QLabel : Q15

Q3078490) Which of the following is an example of a strategic goal?

- A) Conducting weekly staff meetings
 - B) Printing certificates for an event
 - C) Approving casual leave for employees
 - D) Expanding into a new regional market in five years
-

QLabel : Q16

Q3078491) Of the following, which aspect is least likely to be a consideration addressed in an institution's mission statement?

- A) Who are the institution's primary customers?
 - B) What image does the institution wish to project?
 - C) Which areas of technology will be emphasized?
 - D) What are the number of levels the institutional hierarchy will contain?
-

QLabel : Q17

Q3078492) An institution sets the goal to become a top 10-ranked college in the country within 5 years. What is the best next step in the strategic planning process?

- A) Hire more faculty
 - B) Evaluate classroom space
 - C) Break down the goal into measurable objectives and strategies
 - D) Celebrate the goal announcement
-

QLabel : Q18

Q3078493) Which one of the following is NOT typically included in a strategic plan?

- A) Vision and mission statements
 - B) Organizational structure
 - C) Tactical plans for daily activities
 - D) Strategic objectives
-

QLabel : Q19

Q3078494) In an educational institution, the organizing function is incomplete without:

- A) Hiring only senior staff
 - B) Appointing a planning committee
 - C) Conducting only cultural events
 - D) Defining clear roles, responsibilities, and communication channels
-

QLabel : Q20

Q3078495) According to "Scalar Principle of Organization"

- A) A manager can directly supervise a limited number of people
 - B) The line of authority must be clearly defined
 - C) Exceptionally complex problems are referred to higher levels of management
 - D) Each subordinate should have one superior
-

QLabel : Q21

Q3078496) The principle of unity of command in organizing ensures that:

- A) One teacher reports to multiple heads
 - B) A staff member receives instructions from only one superior
 - C) All decisions are made by students
 - D) Orders come from external agencies
-

QLabel : Q22

Q3078497) What is a potential disadvantage of the matrix structure in academic settings?

- A) Too little flexibility
 - B) Confusion due to dual reporting relationships
 - C) Lack of innovation
 - D) Only suitable for small schools
-

QLabel : Q23

Q3078498) With reference to power and authority, we may conclude all but which one of the following:

- A) Authority is only one source of influence among many
 - B) Supervisor should never have to rely on coercive power to obtain results
 - C) Constant reliance on authority indicates a potential supervisory problem
 - D) Group acceptance of authority is necessary for it to become useful influence
-

QLabel : Q24

Q3078499) Which principle encourages the grouping of similar tasks or functions together in organizing?

- A) Division of work
 - B) Departmentalization
 - C) Unity of direction
 - D) Decentralization
-

QLabel : Q25

Q3078500) Which structure is best suited for small academic institutions with few staff and clear command lines?

- A) Matrix structure
 - B) Functional structure
 - C) Line structure
 - D) Divisional structure
-

QLabel : Q26

Q3078501) Which of these is NOT a benefit of team building?

- A) Improved communication
 - B) Increased trust
 - C) Higher turnover
 - D) Enhanced collaboration
-

QLabel : Q27

Q3078502) During which stage in Tuckman's model does a team typically experience conflict?

- A) Forming
 - B) Norming
 - C) Performing
 - D) Storming
-

QLabel : Q28

Q3078503) A virtual team is a collection of people who are _____ separated but still _____ together closely.

- A) Temporally; work
 - B) Geographically; work
 - C) Geographically; decide
 - D) Physically; think
-

QLabel : Q29

Q3078504) Which of the following is NOT a road block to team progress in an institution?

- A) Lack of management support
 - B) Project objectives are significant
 - C) No time to do improvement
 - D) Project scope too large
-

QLabel : Q30

Q3078505) Members of a _____ team have been cross trained so that each person is able to perform the duties of all other members.

- A) Functional
 - B) Cross functional
 - C) Multi-functional
 - D) Self directed
-

QLabel : Q31

Q3078506) The team gathers for the monthly progress and problem report about reaching individual and departmental objectives. Which of the following statements reflect effective team meeting?

- A) Only a few team members seem to be concerned about the impact of their presentation; they attempt to build allies within the team
 - B) There is an open and realistic sharing of both progress and problems
 - C) Some team members seem to be playing the political game, while others do not
 - D) One clique exists within this team and their presentations sound about the same-politically safe
-

QLabel : Q32

Q3078507) Which of the following is NOT the part of the forming stage of team development in an institution?

- A) Team's purpose
 - B) Hostilities and personal needs
 - C) Members roles
 - D) Acceptance of roles
-

QLabel : Q33

Q3078508) Identifying the _____ candidates and _____ them to apply for the job is called recruitment.

- A) Available, insisting
 - B) Available, making
 - C) Potential, insisting
 - D) Potential, attracting
-

QLabel : Q34

Q3078509) _____ is a specific format to obtain information about candidates applying for the job.

- A) Invitation Letter
 - B) Application Blank
 - C) Interview Letter
 - D) Appointment letter
-

QLabel : Q35

Q3078510) Which of the following is a key benefit of a structured orientation program?

- A) Encourages staff turnover
 - B) Increases confusion among staff
 - C) Reduces adjustment period for new employees
 - D) Delays teaching responsibilities
-

QLabel : Q36

Q3078511) _____ test helps to identify specific talent to handle particular type of job:

- A) Perception
 - B) Aptitude
 - C) GK
 - D) IQ
-

QLabel : Q37

Q3078512) The main difference between training and development is that:

- A) Training focuses on future roles, development on current roles
 - B) Development is mandatory, training is optional
 - C) Training is short-term and job-specific, development is long-term and career-oriented
 - D) Training is for teachers only
-

QLabel : Q38

Q3078513) _____ is a method of training where in trainees are trained in an environment that closely resembles actual work place:

- A) On the job training
 - B) Simulation
 - C) Work place training
 - D) Offline training
-

QLabel : Q39

Q3078514) _____ involves the perceived fairness of pay differentials.

- A) Individual equity
 - B) External equity
 - C) Internal equity
 - D) All of these
-

QLabel : Q40

Q3078515) Match the following components of remuneration with their inclusions -

- | | |
|--------------------------|-------------------------------------|
| I. Fringe Benefits _____ | A. Stock option |
| II. Job Context _____ | B. Challenging job responsibilities |
| III. Perquisites _____ | C. Group Plans |
| IV. Incentives _____ | D. Medical Care |

- A) I-D, II-B, III-A, IV-C
 - B) I-B, II-A, III-C, IV-D
 - C) I-A, II-C, III-D, IV-B
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D) I-C, II-B, III-D, IV-A

QLabel : Q41

Q3078516) What is the purpose of Dearness Allowance (DA) in a teacher's salary?

- A) Fixed monthly bonus
 - B) Incentive for teaching performance
 - C) Compensation for inflation and cost of living
 - D) Transport charges
-

QLabel : Q42

Q3078517) Assignment of a higher level job to an individual without increase in salary is called:

- A) Diagonal promotion
 - B) Horizontal promotion
 - C) Vertical Promotion
 - D) Dry promotion
-

QLabel : Q43

Q3078518) According to CCS Conduct Rules, what is the rule regarding acceptance of gifts?

- A) Gifts from anyone are prohibited
 - B) Only small, casual hospitality items are permissible without notification
 - C) Gifts during official duty are always allowed
 - D) Entertainment gifts are exempt
-

QLabel : Q44

Q3078519) Under the Conduct Rules, what is prohibited under the rules on "Speculation and Investment"?

- A) Renting government property
 - B) Frequent trading in highly volatile securities
 - C) Owning property abroad
 - D) Publishing articles in newspapers
-

QLabel : Q45

Q3078520) As per CCS conduct rules the following omissions of a Government servant amount to misconduct: -

- (i) Wilful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior
- (ii) Habitual late attendance
- (iii) Habitual absence without permission and overstaying leave
- (iv) Conviction by a criminal court

- A) (i), (ii) & (iii)
 - B) (ii), (iii) & (iv)
 - C) (i), (iii) & (iv)
 - D) All (i), (ii), (iii) & (iv)
-

QLabel : Q46

Q3078521) Which of the following is INCORRECT?

- A) Outstanding expenses -current asset
 - B) Good will- intangible asset
 - C) Sundry debtors -current asset
 - D) Loose tools -tangible fixed asset
-

QLabel : Q47

Q3078522) Under GFR, what must be done if a sanction (approval) for expenditure remains unutilized for 12 months?

- A) Automatically renew it
 - B) It lapses, unless tenders have been accepted or indents placed within that period
 - C) It remains valid indefinitely
 - D) It converts into a loan
-

QLabel : Q48

Q3078523) Fixed assets should be verified at least once in:

- A) Six months
 - B) One year
 - C) Two years
 - D) Three years
-

QLabel : Q49

Q3078524) Diwali advance given to an employee is:

- A) Revenue Expenditure
 - B) Capital Expenditure
 - C) Not an Expenditure
-

D) Deferred Revenue Expenditure

QLabel : Q50

Q3078525) Under GFR losses due to theft or fraud must be reported to the police if they exceed what amount?

- A) ₹1 crore
 - B) ₹50,000
 - C) ₹10,000
 - D) ₹5,000
-

QLabel : Q51

Q3078526) A manager who shows consistency between his or her words and actions develops a reputation for:

- A) Self-confidence
 - B) Walking the talk
 - C) Emotionally intelligent
 - D) Highly energetic
-

QLabel : Q52

Q3078527) _____ is a vertical expansion of a job by adding more responsibility and freedom to do it:

- A) Job simplification
 - B) Job enrichment
 - C) Job enlargement
 - D) Job rotation
-

QLabel : Q53

Q3078528) Which leadership theory suggests that leadership effectiveness depends on the situation or context?

- A) Contingency Theory
 - B) Trait Theory
 - C) Charismatic Leadership Theory
 - D) Great Man Theory
-

QLabel : Q54

Q3078529) Which theory suggests that leadership involves a relationship of mutual benefit between leaders and followers?

- A) Great Man Theory
 - B) Transactional Leadership
 - C) Trait Theory
 - D) Bureaucratic Leadership
-

QLabel : Q55

Q3078530) The key characteristics of transactional leaders are:

- A) Guiding, mentoring and motivating
 - B) Guiding, commanding and motivating
 - C) Guiding, demonstrating and motivating
 - D) Guiding, mentoring and demonstrating
-

QLabel : Q56

Q3078531) Which of the following is NOT a leadership theory?

- A) Trait Theory
 - B) Situational Theory
 - C) Maslow's Hierarchy Theory
 - D) Path-Goal Theory
-

QLabel : Q57

Q3078532) Which of the following leader behaviours, feature in Hersey and Blanchard's Situational leadership theory?

- A) Delegating and supportive behaviours
 - B) Directive and consultative behaviours
 - C) Supportive and directive behaviours
 - D) Supportive and participative behaviours
-

QLabel : Q58

Q3078533) The communication process involves the following key elements:

- A) Sender, message, medium, receiver, feedback
 - B) Speaker, chalk, board, class
 - C) Writer, report, file
 - D) Faculty, timetable, student
-

QLabel : Q59

Q3078534) Moving your head, face, and eyes away from another person while communicating is often interpreted as a lack of self-:

- A) Respect
 - B) Esteem
 - C) Confidence
 - D) Control
-

QLabel : Q60

Q3078535) What kind of communication takes place among members of the same academic committee?

- A) Vertical communication
 - B) Diagonal communication
 - C) Horizontal communication
 - D) Downward communication
-

QLabel : Q61

Q3078536) The tendency that listeners arrive at judgement before all relevant information has been received is called:

- A) Filtering
 - B) Premature evaluation
 - C) Psychological distance
 - D) Pressure of time
-

QLabel : Q62

Q3078537) In academic institutions, the use of notice boards, newsletters, and circulars represents:

- A) Informal communication
 - B) Downward formal communication
 - C) Upward communication
 - D) Diagonal communication
-

QLabel : Q63

Q3078538) In an organization, the probability of message reception can be enhanced by:

- A) Using high decibel audio tools
 - B) Increasing the information load
 - C) Exposing the ignorance of co-workers
 - D) Establishing a view point
-

QLabel : Q64

Q3078539) According to Herzberg's Two-Factor Theory, 'recognition' is classified as a:

- A) Hygiene Factor
 - B) Motivator
 - C) Financial Incentive
 - D) Positive Reinforcement
-

QLabel : Q65

Q3078540) Which of the following is the correct sequence in the process of motivation?

1. Action
2. Need
3. Relief
4. Tension

- A) 1, 2, 3, 4
 - B) 2, 4, 1, 3
 - C) 4, 3, 2, 1
 - D) 2, 1, 4, 3
-

QLabel : Q66

Q3078541) McGregor's Theory Y assumes:

- A) People dislike work
 - B) People must be forced to work
 - C) People are naturally self-motivated and enjoy work
 - D) People work only for money
-

QLabel : Q67

Q3078542) In academic settings, intrinsic motivation among teachers can be increased by:

- A) Salary increments
 - B) Strict monitoring
 - C) Autonomy, recognition, and professional development
 - D) Reducing working hours
-

QLabel : Q68

Q3078543) A key difference between counselling and mentoring is:

- A) Counselling is informal, mentoring is formal
 - B) Counselling addresses emotional issues; mentoring focuses on growth and development
 - C) Mentoring is for students only
 - D) Counselling only involves academics
-

QLabel : Q69

Q3078544) Which of the following is NOT a key principle of effective counselling in academic institutions?

- A) Confidentiality
 - B) Judgmental attitude
 - C) Empathy
 - D) Active listening
-

QLabel : Q70

Q3078545) What role do vision and mission statements play in goal setting?

- A) They help set only financial goals
 - B) They are used only for marketing purposes
 - C) They guide the direction and framework for institutional goals
 - D) They have no practical relevance
-

QLabel : Q71

Q3078546) Which of the following is an example of a strategic goal in a university?

- A) Installing new classroom furniture
 - B) Conducting a staff meeting
 - C) Enhancing research output over the next five years
 - D) Scheduling student assignments
-

QLabel : Q72

Q3078547) Which tool is commonly used for daily academic time planning?

- A) SWOT analysis
 - B) Performance appraisal forms
 - C) Daily planners or calendars
 - D) Student grade sheets
-

QLabel : Q73

Q3078548) Which of the following helps reduce procrastination among students and faculty?

- A) Giving more leisure time
 - B) Avoiding goal-setting
 - C) Creating structured schedules with deadlines
 - D) Allowing unmonitored independent study only
-

QLabel : Q74

Q3078549) The statement "I am going to apologise for my mistakes" is an example of _____ component of attitude

- A) Psycho-motor
 - B) Cognitive
 - C) Behavioural
 - D) Affective
-

QLabel : Q75

Q3078550) Which of the following best describes the 'affective component' of attitude?

- A) The way a person behaves
 - B) The emotions or feelings toward an object or situation
 - C) The knowledge a person has
 - D) The external reward system
-

QLabel : Q76

Q3078551) Which of the following is an example of planned change in an academic institution?

- A) Faculty retirement
 - B) Natural disasters
 - C) Implementation of NEP 2020 guidelines
 - D) Student absenteeism
-

QLabel : Q77

Q3078552) The five stages of the coping cycle are (in order):

- A) Denial, defence, discarding, adaptation, internalization
 - B) Defence, denial, discarding, adaptation, internalization
 - C) Denial, resistance, discarding, adaptation, internalization
 - D) Denial, defence, resistance, adaptation, internalization
-

QLabel : Q78

Q3078553) Which of the following is a key reason for resistance to change among faculty in institutions?

- A) Lack of promotion
 - B) Poor salary
 - C) Fear of the unknown or loss of control
 - D) Extra-curricular activities
-

QLabel : Q79

Q3078554) Out of the following identify the reasons "Why individuals might resist organisational change?"

- i). Lack of interest.
 - ii). Pessimism.
 - iii). Anxiety.
 - iv). Irritation.
 - v). Opposing strategy proposals.
 - vi). Personal ambitions.
-
- A) All of these
 - B) ii), iii), v) and vi)
 - C) i), ii), and iv)
-

D) ii), iv), v) and vi)

QLabel : Q80

Q3078555) Which of the following is NOT a recommended approach to encourage creativity?

- A) Tolerating failures
 - B) Offering recognition for good effort and performance
 - C) Restricting on-the-job interaction in order encourage individual excellence
 - D) Encouraging experimentation among employees
-

QLabel : Q81

Q3078556) Which of the following tools is often used to encourage idea generation in academic settings?

- A) Summative assessments
 - B) Brainstorming sessions
 - C) Disciplinary meetings
 - D) Time tables
-

QLabel : Q82

Q3078557) Which environment best supports creativity among faculty and students?

- A) High-pressure, deadline-driven settings
 - B) Rigid, rule-bound systems
 - C) Flexible, inclusive, and collaborative culture
 - D) Competitive grading systems only
-

QLabel : Q83

Q3078558) Control systems typically focus on all but which of the following factors:

- A) Quality of the product
 - B) Resources consumed
 - C) Employee performance
 - D) Quality of planning process
-

QLabel : Q84

Q3078559) What type of control anticipates future issues and acts before the activity begins?

- A) Feedback Control
 - B) Concurrent Control
 - C) Feedforward Control
 - D) Reactive Control
-

QLabel : Q85

Q3078560) If controls are to be effective, they must be specially tailored to:

- A) Plans and positions
 - B) Individual managers and their personalities
 - C) Needs for efficiency and effectiveness
 - D) All of these.
-

QLabel : Q86

Q3078561) The main characteristics of an effective control system are:

- A) Flexibility, measurability, timeliness and objectivity
 - B) Flexibility, accuracy, timeliness and objectivity
 - C) Flexibility, accuracy, timeliness and relevance
 - D) Flexibility, accuracy, relevance and objectivity
-

QLabel : Q87

Q3078562) In management theory, what best defines the control function?

- A) Setting institutional goals only
 - B) Reaction to completed errors
 - C) Identifying errors and taking corrective action to minimize deviations from standards
 - D) Planning curriculum content
-

QLabel : Q88

Q3078563) Which function ensures a program operates as planned by systematically documenting performance?

- A) Outcome Evaluation
 - B) Strategic Planning
 - C) Program Process Monitoring
 - D) Mission Statement
-

QLabel : Q89

Q3078564) The performance appraisal method which combines narrative critical incidents with a structured rating scale:

- A) Critical Incident Technique
 - B) Behaviorally Anchored Rating Scales (BARS)
 - C) Self-Appraisal
 - D) Ranking
-

QLabel : Q90

Q3078565) The primary advantage of the Critical Incidents method is:

- A) It simplifies rating using numerical scales.
 - B) It captures real, job-related behaviors with context.
 - C) It promotes healthier competition among faculty.
 - D) It eliminates need for supervisor training.
-

QLabel : Q91

Q3078566) _____ means that the performance appraisal is influenced by past performance.

- A) Spill over effect
 - B) Halo effect
 - C) Central Tendency
 - D) Horn effect
-

QLabel : Q92

Q3078567) While 360-Degree Feedback offers a rich evaluation, a primary concern is:

- A) Over-reliance on supervisor only
 - B) Lack of developmental orientation
 - C) Potential subjectivity and manipulation by raters
 - D) Only evaluates behaviors, not results
-

QLabel : Q93

Q3078568) Which of the following leave is admissible to an employee under suspension ?

- A) Study leave
 - B) Half pay leave
 - C) Extra ordinary leave
 - D) None of these
-

QLabel : Q94

Q3078569) Under major penalty proceedings, is a formal inquiry mandatory before imposing punishment?

- A) Yes, inquiry is mandatory before imposing major penalties
 - B) No, inquiry may be skipped
 - C) Only verbal counseling is needed
 - D) Inquiry is optional for first-time offenses
-

QLabel : Q95

Q3078570) Which model assesses evaluation through context, input, process, and product?

- A) SWOT
 - B) CIPP
 - C) BARS
 - D) 360-degree feedback
-

QLabel : Q96

Q3078571) Which evaluation type is responsive evaluation?

- A) A fixed, outcome-only review
 - B) One that focuses on program uniqueness, stakeholder concerns, and ongoing feedback
 - C) Primarily financial evaluation
 - D) Evaluating only research output
-

QLabel : Q97

Q3078572) In institutional evaluation, "Adequacy" means to:

- A) Check whether the goals or targets set by an institution were met or not
 - B) Check whether the institute has attained the expected goals
 - C) Determine the true effect of an intervention on the indicators of interests
 - D) Determine the success of programme's activities and outcomes
-

QLabel : Q98

Q3078573) Which of the following best reflects a core outcome of academic audits?

- A) Enforcing uniform curriculum nationwide
 - B) Encouraging transparency and evidence-based evaluation
 - C) Conducting financial audits yearly
 - D) Eliminating the need for accreditation
-

QLabel : Q99

Q3078574) What is the main objective of conducting internal academic audits annually?

- A) To punish underperforming departments
 - B) Continuous self-regulation, improvement, and responsiveness
 - C) Replace accreditation cycles
 - D) Limit curricular innovation
-

QLabel : Q100

Q3078575) The evidence available to auditor is _____ in nature, rather _____ in nature.

- A) Conclusive, pervasive
- B) Pervasive, conclusive
- C) Limited, unlimited
- D) None of these